

# LEARNING COURSE CATALOG

March | April | May | June



## EXCEL CLASS!

### 2013-2016 FUNCTIONS & FORMULAS

**Wednesday 4/18 8:30-3:30 #1358-02**

**Thursday 5/10 8:30-3:30 #1358-01 FULL**

This instructor-led course you will learn advanced excel formulas and functions to bring your spreadsheets to the next level. Learn how to develop more complex formulas and learn the power of arrays. Learn formulas to help you automate your spreadsheets to simplify them for others to use, as well as yourself.

**Target Audience:** Individuals interested in gaining solid understanding of advanced excel formulas and functions that can help their more advanced projects.

**This is an intense 1 day course just learning about functions and formulas.**

Module 1: Logical & Information Functions

Module 2: Text Functions

Module 3: Additional Functions

Module 4: Lookups

Module 5: Dynamic Drop-Down Lists

Module 6: Filtered Columns



## WORKSHOP SPOTLIGHT

### PRESENTATION SKILLS WORKSHOP

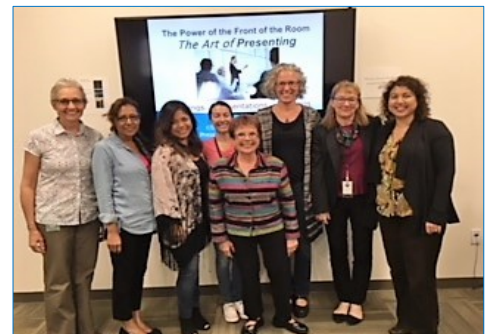
**Wednesday 4/11 8:30-4:00 #1254-05**

This course is for anyone who must speak in public, at a meeting, or in front of an audience. Do you..

- Want to make sure you say what you want to say?
- Want to present yourself well to your superiors and peers?
- Want to lead a community meeting?
- Want to move forward as a professional?

If you answered "yes" to any of the above this full day class is for you. Learn how to get rid of the butterflies and nervousness, prepare, and practice a 4-6 minute presentation with **optional video recording**, and receive individual coaching and peer feedback. **Instructor: Carol Scofield**

**This course is part of the Foundational Series.**



# 2018 SCHEDULE AT A GLANCE

March | April | May | June

March 2018					April 2018				
3/6	TUE	ALL DAY	Presentation Skills for Analysts	Rocklin	4/3	TUE	AM	Business Writing	Auburn
3/7	WED	AM	AB1825/1234 for Supervisors/Managers	Auburn	4/4	WED	ALL DAY	Microsoft Excel 2013 Level 3	ITTC
3/8	THU	AM	Intro to Workday Accounting	Auburn	4/4	WED	AM	Organizing & Prioritizing	Auburn
3/12	MON	AM	Intro to Workday Accounting	Auburn	4/4	WED	AM	LCW—Maximizing Performance	Roseville
3/13	TUE	ALL DAY	Project Management Essentials	Rocklin	4/4	WED	PM	LCW—Difficult Conversations	Roseville
3/14	WED	AM	Adult CPR	Heritage Oaks	4/5	THU	AM	Managers/Sups Managing Change	Auburn
3/14	WED	AM	Interpersonal Communication	Auburn	4/5	THU	PM	Employee Change Management	Auburn
3/15	THU	AM	Writing the Performance Evaluation	ITTC	4/10	TUE	AM	Grammar & Punctuation	Auburn
3/15	THU	PM	Writing the Performance Evaluation	ITTC	4/11	WED	ALL DAY	Presentation Skills WS	Auburn
3/15	THU	AM	Spanish Review	Auburn	4/17&24	TUE	2DAY	Analytical Problem Solving	Auburn
3/20	TUE	ALL DAY	Interpersonal Skills for Analysts	Rocklin	4/18	WED	AM	Effective Meetings	Auburn
3/21	WED	AM	Critical Thinking Tools	Auburn	4/18	WED	ALL	Excel Functions & Formulas	ITTC
3/22	THU	ALL DAY	MS 2013 Transition	ITTC	4/19-20		Multi	PDS Tech Workshops	ITTC
3/23	FRI	ALL day	NEO	Auburn	4/20	FRI	ALL DAY	NEO	Auburn
3/26	MON	AM	Intro to Workday Accounting	Auburn	4/24	TUE	ALL DAY	MS Word 2013 Level 1	ITTC
3/27	THU	PM	Lead Bus Process Improvement	Auburn	4/24	TUE	PM	Training Coordinator Meeting	Auburn
3/28	WED	AM	Customer Service Public Sector	Auburn	4/25	WED	AM	Managers/Sups Managing Change	Auburn
3/29	THU	ALL DAY	MS Outlook Level 2	ITTC	4/26	THU	ALL DAY	Microsoft Excel Level 4	ITTC
3/29	THU	AM	Intro to Workday Accounting	Auburn					
3/29	THU	PM	Lead Problem Solving/Dec Making	Auburn					
May 2018					June 2018				
5/01	TUES	ALL DAY	MS OneNote 2013	ITTC	6/05	TUE	ALL DAY	Business Writing	Auburn
5/01	TUE	ALL DAY	Writing Skills for Analysts	Auburn	6/06	WED	ALL DAY	Microsoft Excel Level 1	ITTC
5/02	WED	AM	Ethics & Public Servant	Auburn	6/07	THU	ALL DAY	Strength Finders Workshop	Auburn
5/03	THU	AM	Managers/Sups Managing Change	Auburn	6/12	TUE	AM	Grammar & Punctuation	Auburn
5/08	TUE	ALL DAY	Presentation Skills for Analysts	Auburn	6/15	FRI	ALL DAY	NEO	Auburn
5/09	WED	Multi	Employee Change Management	Auburn					
5/10	THU	ALL DAY	Excel Functions & Formulas	ITTC					
5/16	WED	AM	Adult CPR	Heritage Oaks					
5/17	THU	AM	Spanish Review	Rocklin					
5/18	FRI	ALL DAY	NEO	Auburn					
5/22	TUE	ALL DAY	Project Management for Analysts	Auburn					
5/29	TUE	ALL DAY	Interpersonal Skills for Analysts	Auburn					



# SPRING CLASSES

## JOB KNOWLEDGE

### NEW EMPLOYEE ORIENTATION

**Fridays 8:30-3:30 PM**

**Instructors:** CEO Office, Human Resources, PPEO

**Target Audience:** New Employees

As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover

topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive discussions and activities will keep you energized and engaged.

Welcome to Placer County!



**New Employees are enrolled by HR Learning & Development**

## SAFETY

### ADULT CPR & FIRST AID

**Wednesday 3/14 8:30-1:30 #1277-03**

**Wednesday 5/16 8:30-1:30 #1277-04**

**Instructor:** Rescue Training/Various **Target Audience:** Everyone

**Location:** Rescue Training Program, 11990 Heritage Oaks Place, Suite 6, Auburn

The American Heart Association Heartsaver First Aid, CPR and AED **certification course** content is designed for individuals with limited or no medical training experience who need a course completion card in first aid, CPR and AED use to meet job, regulatory or other requirements. This certification course is Instructor led with a watch while practicing AHA video format and includes focused skills learning and assessments throughout the program.

**The content is based on the most current AHA science with the following modules:**

- First Aid Basics
- Medical Emergencies
- Injury Emergencies
- Environmental Emergencies
- Adult CPR and AED use



For questions or more information, contact [learning@placer.ca.gov](mailto:learning@placer.ca.gov) or 530-886-4670.

# Discover StrengthsFinder

## DISCOVERING AND WORKING WITH YOUR TALENTS AND STRENGTHS with Craig Trombly

**Thursday 6/7 8:30AM—4:30 PM**

**#1355-0001**

Target Audience: All levels of employees wanting to live their best life at work

This class focuses on helping you learn when and how you are at your best: when your talents and strengths are engaged in your work and life. In class you will learn about the current research and practice of strengths-based work. You will take the Gallup StrengthsFinder assessment, and the class will give you a deeper understanding of your strengths and how to develop and use them for peak performance and maximum job satisfaction. The class includes group and individual exercises to help participants understand and practice bringing their strengths into their work environment every day.

### Learning Objectives:

- Discover your top 5 Signature Themes of talent, based on the StrengthsFinder assessment.
- Become familiar with your full Theme descriptions, insights report, and through these grow in awareness of your strengths.
- Connect your Signature Themes, insight reports, and action items to your specific work.
- Participate in group exercises to explore your strengths and how they relate to others strengths in the workplace.



**Craig Trombly**

My mission at work is to help individuals and organizations learn about and implement a strengths based culture. To fulfill this mission, I lead classes and workshops in various organizations to introduce leaders and teams to strengths-based work. I also provide strengths based coaching to individuals.

I am a registered Civil Engineer, have over 30 years of experience working in the public sector, and have managed staff and projects there for more than 25 years, holding increasing levels of responsibility.

To Enroll, use ACORN Self-Service Enrollment or contact your Department Training Coordinator.

Questions? [Learning@placer.ca.gov](mailto:Learning@placer.ca.gov) or 530-886-4670

# TECH CLASSES

## USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

### MICROSOFT OFFICE 2013: TRANSITION from OFFICE 2007/2010

Thursday 3/22

8:30-3:30pm

#1291- 03



Target Audience: Everyone transitioning to the 2013 MS Version

This course builds upon the foundational Microsoft Office 2007/2010 knowledge and skills you've already acquired. It focuses on the enhanced features you'll want to leverage to improve the way you manage, organize, present, and distribute your company's data and information. You'll explore a variety of enhancements, from Word's ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. You'll discover how the cloud has been deeply integrated into your Office experience and how collaborating with colleagues has never been easier.

**Upon successful completion of this course, students will be able to:**

- Identify new and enhanced features that are common across all applications in Office 2013.
- Modify documents using Microsoft Word 2013.
- Enhance worksheet data using Microsoft Excel 2013.
- Augment a presentation using Microsoft PowerPoint 2013.
- Create a database using Microsoft Access 2013.
- Navigate through mail, calendars, contacts, and tasks in Microsoft Outlook 2013



### MICROSOFT ONENOTE

TUESDAY 5/01

8:30-3:30

#1227-03

Target Audience: Beginning Users

Microsoft OneNote is a software package for free-form information gathering, and multi-user collaboration. You will learn the concept of OneNote's interface, an electronic version of a tabbed three-ring binder which can be used directly for making notes, gathering "pages" printed or sent from other applications, embedding graphics and web links.

**After completing, students will know how to:**

- Create a Notebook and customize the interface.
- Enter, format and save notes to collaborate with others sharing Notebooks on a network location.
- Create Template-Based Notes and learn how to organize, search and print Notes.
- Learn how to use OneNote with Outlook, Excel and PowerPoint.

# TECH CLASSES

## USE OF TECHNOLOGY

### MICROSOFT OUTLOOK 2013 LEVEL 2

**Thursday 3/29 8:30-3:30 #1354-01**

**Target Audience:** Current Outlook Users

At course completion, students will know how to:

- Customize message settings
- Organize and locate Outlook messages, assign and track tasks
- Set calendar options & Track activities using the Journal
- Share folder information & Customize the Outlook environment

### MICROSOFT WORD 2013—LEVEL 1

**Tuesday 4/24 8:30-3:30 #1359-01**

**Target Audience:** Basic Word Users

Students will create and edit basic Microsoft Word documents.

**Prerequisites:** Students should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer.



### PERFORMANCE DEVELOPMENT SYSTEM (PDS) TECHNICAL WORKSHOP

<b>Thursday 4/19</b>	<b>1—2:30 PM</b>	<b>#1351-01</b>
<b>Thursday 4/19</b>	<b>3—4:30 PM</b>	<b>#1351-02</b>
<b>Friday 4/20</b>	<b>8:30-10 AM</b>	<b>#1351-03</b>
<b>Friday 4/20</b>	<b>10:30—12 PM</b>	<b>#1351-04</b>



PDS and ePAF

This short interactive class will provide an overview of the PDS software, learn how to navigate the dashboard and practice an effective way to copy and paste from a word document into the PDS rich text boxes. This workshop provides hands on instruction.

**Target Audience:** All Supervisors and Managers

For questions or more information, contact [learning@placer.ca.gov](mailto:learning@placer.ca.gov) or 530-886-4670.



# EXCEL CLASSES

## USE OF TECHNOLOGY

### MICROSOFT EXCEL 2013—LEVEL 3

**Wednesday 4/4 8:30-3:30 #1315-01**

**Target Audience:** Experienced Excel Users

Students will explore advanced Excel concepts, including validating data, setting up formulas across multiple files and use many “what-if” scenarios in Excel. Students will also be introduced to the use of macros in automating processes.

**Prerequisites:** Students should be familiar with basic and intermediate concepts of MS Excel. This includes being able to build basic formulas and functions, charts, and pivot tables.

### MICROSOFT EXCEL 2013-2016 FUNCTIONS & FORMULAS

**Thursday 5/10 8:30-3:30 #1358-01**

In this one day, instructor led course you will learn advanced excel formulas and functions to bring your spreadsheets to the next level. Learn how to develop more complex formulas and learn the power of arrays. Learn formulas to help you automate your spreadsheets to simplify them for others to use, as well as yourself.

**Target Audience:** Individuals interested in gaining solid understanding of advanced excel formulas and functions that can help their more advanced projects.



### MICROSOFT EXCEL 2013—LEVEL 4

**Thursday 4/26 8:30-3:30 #1357-01**

**Target Audience:** Experienced Excel Users

Students will learn advanced features of pivot tables, functions, charts, macros, and will also round out their knowledge of MS Excel.

**Prerequisites:** For this course, you should have equivalent knowledge of the first three courses in the MS Excel series. This involves your knowing how to build Excel files, enter formulas both for basic and complex calculations, format Excel files, sort and filter data, build charts, record macros, and run data analysis tools, such as pivot tables.

### MICROSOFT EXCEL 2013—LEVEL 1

**Wednesday 6/6 8:30-3:30 #1336-02**

**Target Audience:** Beginning Excel Users

After completion, students will know how to:

- Create a basic worksheet and perform calculations using MS Excel 2013
- Modify an Excel worksheet
- Format a worksheet
- Manage & Print the content of an Excel workbook

**All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn**

# CHANGE MANAGEMENT



## MANAGING CHANGE—The Role of Leading Change



4/5/2018 (pilot)	9:00 AM—11:00 AM	#1349-0001
4/25/2018	8:30 AM—10:30 AM	#1349-0002
5/3/2018	8:30 AM—10:30 AM	#1349-0003

Research shows that problems with the people dimension of change is the most commonly cited reason for project failures. The Change Leader/Managers role is a critical success factor in change implementation. Learn ways to support your people through change.

**Who should attend?** Managers, Supervisors, Change Leaders who lead change in the workplace.

## CHANGE MANAGEMENT—Preparing for Constant Change

4/5/2018 (pilot)	1:00 PM—3:00 PM	#1350-0001
5/9/2018	8:30 AM—10:30 AM	#1350-0002
5/9/2018	1:00 PM—3:00 PM	#1350-0003

In this workshop, you will explore why change is difficult and apply the four typical stages of navigating change. Learn ways to explore common reactions to change and strategies to handle change with less stress.

**Who should attend?** All Staff who experience change in the workplace.

**Location:** TR1—Auburn CA

**Tahoe/Rocklin:** You can view the session remotely using Skype for Business. Please email [Learning@placer.ca.gov](mailto:Learning@placer.ca.gov) for the Skype Meeting information.

## HOW TO ENROLL

Use **ACORN Self-Service** or contact your department **Training Coordinator**.

**ACORN > Main Menu > Self Service > Learning and Development**

**For more information,** contact HR Learning and Development  
at [Learning@placer.ca.gov](mailto:Learning@placer.ca.gov) or 530-886-4670



# ACCOUNTING



## Introduction to Governmental Accounting in Workday

Enroll in ACORN now!

**March 8 FULL**  
**#1338-04**

**March 29**  
**#1338-07**

**March 12**  
**#1338-05**

**April 9**  
**#1338-06**

Time/All Sessions: **9:00AM – 12:00PM**

Instructor: **Andy Sisk**

Location: **AUBURN TR 1, 11486 B Ave.,**  
Placer County Government Center



Andy Sisk, Auditor-Controller, will facilitate this workshop for all employees who prepare journal entries and those that are responsible for accounting and reconciling County funds.

The purpose of the workshop is to gain an overview of general accounting concepts, terminology and theory to enhance your understanding of job duties performed in the **Workday** environment.

Questions?  
HR Learning and Development  
(530) 886-4670  
[learning@placer.ca.gov](mailto:learning@placer.ca.gov)

# ADVANCED ANALYST



This series will help you be the master of information with solid analytical skills. Analytical thinking skills are critical in the work place as they help you gather information, articulate, visualize and solve complex problems. This series helps you make well-informed and correct decisions. This series is five courses; four (4) one day courses and one (1) two day course.

**Complete the series within two years to receive your Advanced Analytical Series Certificate of Completion.**

**Analytical Problem Solving** enables decision makers to find solutions to problems using a seven step process. **Two Day Attendance Required**

**Writing Skills for Analysts** help you create work products that are clear, concise, logical and correct.

**Interpersonal Communications Skills for Analysts** will increase your ability to communicate with employees in ways that promote positive working relationships.

**Project Management Essentials** will help you gain the skills to implement project management best practices within your unit.

**Presentation Skills for Analysts** will empower you to prepare and deliver data driven presentations with confidence.

Class Name	Dates	Location	Time	ACORN Course
Writing Skills for Analysts	02/20/2018	Rocklin	8:30-4:30pm	1259-02
Presentation Skills for Analysts	03/06/2018	Rocklin	8:30-4:30pm	1262-02
Project Management Essentials	03/13/2018	Rocklin	8:30-4:30pm	1261-02
Interpersonal Comm Skills for Analysts	03/20/2018	Rocklin	8:30-4:30pm	1260-02
Analytical Problem Solving	4/17 & 4/24/18	Auburn TR1	8:30-4:30pm	1258-04
Writing Skills for Analysts	05/01/2018	Auburn TR1	8:30-4:30pm	1259-03
Presentation Skills for Analysts	05/08/2018	Auburn TR1	8:30-4:30pm	1262-03
Project Management Essentials	05/22/2018	Auburn TR1	8:30-4:30pm	1261-03
Interpersonal Comm Skills for Analysts	05/29/2018	Auburn TR1	8:30-4:30pm	1260-03

# SPRING CLASSES



## SPANISH REVIEW FOR BILINGUAL EMPLOYEES

Thursday 3/15 8:30—12:30 PM #1352-01  
Thursday 5/17 8:30—12:30 PM #1352-02

**Instructor:** Francisco Castro

**Target Audience:** Spanish/English bilingual employees

This is NOT a “Spanish class”. All attendees should already be Spanish speakers and serving in a bilingual capacity.

This four-hour workshop focuses on highlighting common errors made by Spanish, bilingual employees. It also includes grammar review exercise on the use of Spanish characters with concentrated focus on the use of the accent mark. It further covers the subjects of homonyms and homophones, words often mispronounced, formal vs informal speech, and others. Attendees will gain a sense of empowerment in their abilities as interpreters and translators.

**Lastly, this course serves to celebrate and encourage bilingualism.**

The Attendees will leave with:

- A heightened awareness of problem areas in the Spanish tongue and how to overcome them.
- Know the proper use of accent, and other character marks in the Spanish language
- How to access accent and character marks in Microsoft Word
- Awareness of “Spanglish”, slang, false cognates, and mistranslated idioms.



The main goal of the course is to help the student improve their command of a language they already know and use frequently at work. A speaker's command of a second language will weaken if used infrequently. For the Spanish, bilingual employee, **continued education** in the language is important for its effective use.

Questions? HR Learning and Development  
(530) 886-4670 | [learning@placer.ca.gov](mailto:learning@placer.ca.gov)

# PLACER READS



**You must enroll by April 20 and be one of the first 25 to receive a FREE book from PPEO!**

## **PLACER READS BOOK DISCUSSION**

**Wednesday 5/23 12:30-2:00pm #1222-03**

L&D Training Room , 11486 B Ave. Auburn

### ***The Hard Hat: 21 Ways to Be a Great Teammate* (1<sup>st</sup> Edition) by Jon Gordon**

Bring your lunch and join Placer Reads is an employee facilitated book club for employees that would like to participate during their lunch hour. **Please ensure to make arrangements with your supervisor if you will be out of the office longer your lunch hour.**

Placer Reads purpose is to promote professional and personal growth, foster discussion around ideas, and to help members gain insight into the following workplace concepts, leadership, time management, organization, and cooperation.

**Placer reads was established in partnership with  
Placer County's Employee Engagement Initiative.**

Questions? Contact us at [learning@placer.ca.gov](mailto:learning@placer.ca.gov)

# FOUNDATIONAL SERIES

## FOUNDATIONAL SERIES

This series focuses on those core areas you asked for in the 2017 Training Needs Assessment. These classes provide a foundational context in writing skills, interpersonal communication, critical thinking, organizing and prioritizing, customer service, presentation skills, and public service ethics.

Take one or two that fit your needs or take them all for a Placer County Foundational Series Certificate of Completion, six (6), half-day (1/2) workshops.

**Interpersonal Communication** helps you make the most of interpersonal relationships at work.

**Critical Thinking Tools** will help you step back and approach complex problems clearly.

**Best Practices in Customer Service** will help you address challenges specific to providing customer service on behalf of government.

**Better Business Writing** will help you write in a professional and polished manner.



**Presentation Skills** will help you create stronger presence, manage first impressions and present with ease.

**Grammar & Punctuation Brush Up** will help your ability to use professional grammar.

**Ethics and the Public Servant** will help to clarify your role in public service and promote an ethical workplace.

**Organizing & Prioritizing Workload** will help you be more organized to manage time and priorities with strategy.

Class Name	Dates	Location	Time	ACORN Course
Ethics and the Public Servant	3/07/18	Auburn TR1	8:30-12:30pm	1257-02
Interpersonal Communication	3/14/18	Auburn TR1	8:30-4:30pm	1250-03
Critical Thinking Tools	3/21/18	Auburn TR1	8:30-12:30pm	1251-03
Customer Service in Public Sector	3/28/18	Auburn TR1	8:30-12:30pm	1252-03
Business Writing	4/03/18	Auburn TR1	8:30-4:30pm	1256-02
Organizing & Prioritizing	4/04/18	Auburn TR1	8:30-12:30pm	1253-03
Presentation Skills	4/11/18	Auburn TR1	8:30-4:30pm	1254-05
Ethics and the Public Servant	5/02/18	Auburn TR1	8:30-12:30pm	1257-03
Business Writing	6/05/18	Auburn TR1	8:30-4:30pm	1256-03
Grammar & Punctuation Brush Up	6/12/18	Auburn TR1	8:30-12:30PM	1255-03



# SUPERVISORY SERIES



**This series is open to any County employee who supervises the performance of others that culminates with writing a performance evaluation.**

This Series provides fundamental and essential supervisory knowledge with eight (8) required half day workshops.

Three (3) electives are also available that include:

1. *Writing the Performance Evaluation Lab*
2. *Leading Business Process Improvement*
3. *Leading Problem Solving and Decision Making.*

**Complete the required series within two (2) years to receive your Certificate of Completion.**

## REQUIRED

1. **Role of the Supervisory/Leader** learn how to lead people and be successful in your role.
2. **Leading Self and Teams** you will explore your role as a leader and clarify your own leadership style.
3. **Performance Development System** will introduce you Placer's performance cycle & enhanced software.
4. **Coaching, Onboarding and Staff Development** will help you assess will/skill of staff and then apply coaching, training, OJT and delegation.
5. **Motivating High Performance Teams** will assist in helping you form and manage a team.
6. **HR Fundamentals** will help you learn and refresh your supervisory accountability from an HR perspective.
7. **Leave Admin & Disability Management** will help you navigate staff issues effectively.
8. **Introduction to Progressive Discipline** will help you understand your role in the discipline process.

Class Name	Dates	Location	ACORN Course	Time
Writing the Performance Evaluation Lab	3/15	ITTC Lab	1274-03	8:30pm-11:30am
Writing the Performance Evaluation Lab	3/15	ITTC Lab	1274-04	1pm– 4 pm
Leading Business Process Improvement	3/27	Auburn TR1	1275-03	1:00pm-4:30pm
Leading Problem Solving & Decision Making	3/29	Auburn TR1	1276-03	1:00pm-4:30pm



# SPECIALTY CLASSES



## MAXIMIZING PERFORMANCE THROUGH EVALUATION, DOCUMENTATION, AND DISCIPLINE with Jack Hughes

**Wednesday 4/4 9 AM—12 PM #0126-0002**

**Target Audience:** Department Heads, Managers, Upper-Level Supervisors and Human Resource Staff

This hands-on workshop is designed to give managers and supervisors a broad overview of the techniques, skills, and tools they need to effectively manage employee work performance, including:

- Establish and maintain employee performance goals
- Communicate goals and performance feedback through formal and informal evaluation
- Create and deliver effective written performance evaluations
- Create useful and defensible documents to capture employee performance and conduct
- Use a "supervisor's file" appropriately and effectively
- Stop and prevent performance and conduct problems through evaluation
- Eliminate unpleasant "surprises" from year-end reviews
- When necessary, plan and implement effective discipline



## DIFFICULT CONVERSATIONS with Jack Hughes

**Wednesday 4/4 1—4 PM #0417-0004**

**Target Audience:** Managers and Supervisors

You have been there, and probably avoided it. Whether addressing performance issues, managing conflict among team members, or addressing personal hygiene issues with employees, we are all inclined to avoid sticky situations. When we know the encounter will be uncomfortable, we ignore the issue, the problem, and avoid the conversation. When we can no longer ignore the situation, we jump into a fray of confusion, anger, distrust, and egos and stumble through the confrontation.

Successfully managing difficult conversations is an essential job skill and an invaluable tool for every employee and manager. This workshop offers concrete, step-by-step approaches to identify potential difficult conversations and understanding, preparing for, and conducting the most challenging conversations.

### LOCATION for both workshops

Maidu Community Center, Reception Hall, 1550 Maidu Drive, Roseville, CA 95661



### MCLE Credit

LCW is an approved provider for Minimum Continuing Legal Education (MCLE) Credit. Attorneys attending this course will receive 2.75 hours of MCLE credit for each workshop. An MCLE sign-in sheet and certificate will be available at the workshop.

# SPECIALTY CLASSES



Speak up with confidence  
Organize well-run meetings  
Lead teams  
Interview better  
Provide constructive feedback  
Enhance your Leadership potential

## PLACERS GOLD TOASTMASTERS TOASTMASTER TUESDAYS

**Date:** Tuesdays  
**Time:** 12 - 1 PM  
**Location:** Auburn Justice Center  
2929 Richardson Drive, Auburn, CA  
**RSVP or Questions:** [placersgold.toastmasters@gmail.com](mailto:placersgold.toastmasters@gmail.com)  
or call at 530-492-0334

## EVENING MEETINGS

**Date:** 2nd and 4th Thursdays  
**Time:** 6:30—8 PM  
**Location:** Sims Recycling Solutions  
8855 Washington Blvd, Roseville, CA  
**RSVP:** [toastmaster.volt@gmail.com](mailto:toastmaster.volt@gmail.com)

[www.toastmasters.org](http://www.toastmasters.org)



## TARGETSOLUTIONS ONLINE COURSES

**Reminder—Ensure your mandatory credential training is up to date.** Log into TargetSolutions and check your dashboard. [Access TargetSolutions](#)

### **Can't make it to one of the instructor led courses? Try Online.**

TargetSolutions has professional development courses to help employees perform more efficiently and effectively in the workplace. Courses are self-paced and located on the TargetSolutions home page under "Self-Assign" training, use the search word "SMART."

Courses available online at your workstation through TargetSolutions, Self-Assign.  
[Access TargetSolutions](#)

# TARGETSOLUTIONS